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**Community Outreach in Field Offices  
Corporate Policy Directive and  
Policy Implementation Guide**



**Federal Bureau of Investigation  
Office of Public Affairs  
0575DPG**

**Published Date: March 04, 2013**

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**Note:** This document incorporates the Corporate Policy Directive and the Policy Implementation Guide.

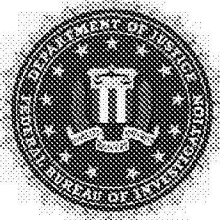
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FEDERAL BUREAU OF INVESTIGATION  
CORPORATE POLICY DIRECTIVE



0575D

1. Policy Directive Title.	Community Outreach in Field Offices
2. Publication Date.	2013-03-04
3. Effective Date.	2013-03-04
4. Review Date.	2016-03-04

5. Primary Strategic Objective.  
P10-Enhance trust and confidence in the FBI.

6. Authorities:

- 6.1. 5 U.S.C. § 552 (Freedom of Information Act)
- 6.2. 5 U.S.C. § 552a (Privacy Act of 1974)
- 6.3. 28 C.F.R. § 50.2 (DOJ Media Relations Regulations)
- 6.4. 28 U.S.C. § 509 (Functions of the Attorney General)
- 6.5. 28 C.F.R. § 16.26(b) (Requirement to avoid statements that would prejudice a jury)

7. Purpose:

To set forth how the FBI's Community Outreach Program (COP) shall be constructed in field offices to enhance public trust and confidence in the FBI through formal and informal outreach initiatives and activities.

8. Policy Statement:

8.1. Each field office is required to have a COP consisting of formal and informal outreach initiatives and activities, and must include a strategy for identifying and developing relationships with community leaders and other individuals who have influence in their communities or may be helpful conduits of information to the community at large.

8.1.1. Formal COP initiatives include: Citizens Academy, Community Relations Executive Seminar Training (CREST), multicultural or community-specific advisory committees; the Director's Community Leadership Award; teen academies, Adopt-A-School, and the Junior Special Agents program.

8.1.2. Informal COP initiatives include: meetings, briefings, speeches, community forums, partnerships with community organizations, attendance at community events, mentoring programs, and informational programs (ex. Safe Online Surfing).

8.2. Outreach activities must be conducted consistently with field office priorities and resources, without preferential treatment, and involve no conflict of interest. Contacts with a particular group, organization, or individual must not disrupt an investigative or intelligence activity.

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8.3. The COP is expected to use the FBI's presence on the web and also television, radio, and print media to get information and messages to its audiences.

8.4. Disclosures of information in the course of outreach activities are governed by applicable laws, regulations, and DOJ guidelines, policy directive 0509D, Media Relations at FBIHQ and in field offices, or any superseding policy governing media relations, and must meet the requirements noted in the authorities above.

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**9. Scope:**

This directive applies to all field office personnel (FBI employees, detailees, and contractors) engaged in community outreach as defined below. Field office interactions with members of the general public or private sector entities initiated for operational or intelligence gathering purposes are governed by the DIOG and any other applicable rules for liaison or confidential human sources promulgated by the Directorate of Intelligence and/or Office of General Counsel. Community outreach conducted by headquarters divisions will be addressed in a separate policy.

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**10. Proponent:**

Office of Public Affairs

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**11. Roles and Responsibilities:**

See *Community Outreach in Field Offices Policy Implementation Guide*

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**12. Exemptions:**

None

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**13. Supersession:**

13.1. FBI Public Affairs Manual, POL06-0003OPA (Sections 2.5.3 and 4.10).

13.2. Replaces the current policy directive Community Outreach in Field Offices 0364D.

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**14. References, Key Words, and Links:**

The Leave Policy Implementation Guide (0341PG) that specifically addresses employees participating in COP activities as part of their official duties is currently under review.

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**15. Definitions:**

Community outreach - efforts to establish and maintain an open dialogue with members of the public, organizations, and private sector entities in order to hear their concerns and to educate them about the mission, activities, and values of the FBI. The purpose of community outreach is to build trust and confidence, opening the door to future support of or cooperation with the FBI and our partners. Community outreach activities are funded through the Community Outreach Program and administered by the Office of Public Affairs. Representational funds may also be used for community outreach activities.

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**16. Appendices, Attachments, and Forms:**

See *Community Outreach in Field Offices Policy Implementation Guide*

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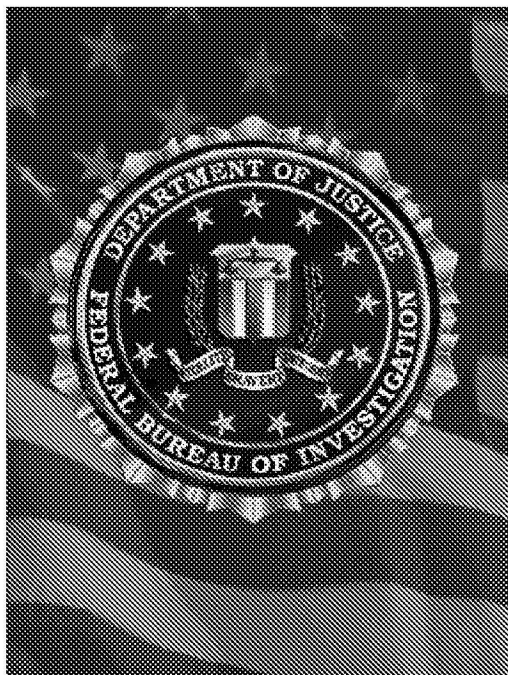
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## **Community Outreach in Field Offices Policy Implementation Guide**



**Federal Bureau of Investigation  
Office of Public Affairs  
0575PG**

**March 04, 2013**

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**GENERAL INFORMATION**

Questions or comments pertaining to this policy implementation guide can be directed to:

Federal Bureau of Investigation Headquarters, Office of Public Affairs

Division point of contact: Section Chief, OPA

**SUPERSESSION INFORMATION**

This document supersedes Public Affairs Manual, POL06-0003OPA (Sections 2.5.3 and 4.10), and corporate policy directive # 0364D, *Community Outreach in Field Offices*.

This document and its contents are the property of the FBI. If the document or its contents are provided to an outside agency, it and its contents are not to be distributed outside of that agency without the written permission of the unit or individual(s) listed in the contact section of this policy implementation guide.

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## 1. Introduction

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**Link to Policy:** This policy implementation guide provides guidance on implementing the corporate policy directive, *Community Outreach in Field Offices* (0364D), which has been revised and submitted together with this guide.

**Purpose:** The FBI's Community Outreach Program (COP) supports the FBI's mission by enlisting the cooperation and support of the public, particularly in the areas of the FBI's top investigative priorities. The COP also provides the public with information to support anti-crime and counterterrorism efforts, thereby opening new lines of communication, helping the FBI become more responsive to community concerns and public safety. In these ways, the COP plays an increasingly important role in the FBI's broader efforts to improve its understanding of the communities it serves and the threats communities face.

**Background:** The COP has undergone a transformation in recent years, shifting from a drug prevention program focused on at-risk youth to a strategic effort to engage community leaders, organizations, and groups in support of the FBI's highest priorities. The program has also changed from emphasizing simple contacts to fostering deeper engagement and permanent partnerships with community groups and organizations.

**Intended Audience:** This guide is intended for community outreach specialists (COSs), community outreach coordinators (COCs), and field office management.

## **2. Roles and Responsibilities**

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### **2.1. Office of Public Affairs (OPA)**

#### **2.1.1. Assistant Director, OPA**

Assistant Director, OPA is responsible for:

- Providing FBI headquarters (FBIHQ) direction and support for all community outreach programs.
- Setting overall policy for all community outreach programs.

#### **2.1.2. Community Outreach Unit, OPA**

Community Outreach Unit, OPA is responsible for:

- Providing programmatic oversight for the Community Outreach Program (COP).
- Providing assistance, guidance, tracking, and support of all field office community outreach initiatives.

#### **2.1.3. Online/Print Media Unit, OPA**

The Online/Print Media Unit, OPA is responsible for:

- Managing the FBI's internet website ([www.fbi.gov](http://www.fbi.gov)) and related field office web pages with posted community activities.
- Overseeing the FBI's presence on outside websites such as YouTube, Facebook, Twitter, and any other electronic media venues that facilitate field office community outreach programs.

#### **2.1.4. Executive Writing Unit, OPA**

Executive Writing Unit, OPA is responsible for:

- Producing speeches, talking points, and PowerPoint presentations on a wide range of FBI programs and topics for use by FBI executive and field office personnel to assist with community outreach and other communications efforts.
- Providing these resources by posting them on OPA's Intranet website.

### **2.2. The Office of Integrity and Compliance (OIC)**

The Office of Integrity and Compliance (OIC) is responsible for:

- Providing guidance to OPA or field office outreach program personnel regarding ethics considerations related to any proposed outreach efforts.
- Monitoring outreach efforts to ensure they are compliant with official FBI policy.

### **2.3. Field Office Personnel**

All field office personnel may be called upon from time to time to represent the FBI in outreach activities as part of their official duties. They may be appropriately selected because of needed language skills, knowledge of a community or issue, or a personal background that will help the office meet its outreach goals. When performing these

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duties, personnel must be careful not to compromise an active investigation, violate individual privacy rights, or place anyone in danger.

If volunteer work is performed as part of outreach activities, the time spent may be considered “hours of work” or subject to a leave charge (see the *Leave Policy Implementation Guide* [0341PG]).

Outside of formal and informal Community Outreach Program (COP) activities, field office personnel may give speeches or presentations, or attend events on behalf of the FBI with the approval of their supervisors, appropriately coordinating with the Training Division and with the COS/COC. Coordinating with the COS/COC will help ensure:

- that field office metrics and reports on community outreach activities are complete and accurate.
- that outreach activities are coordinated.
- that presentations on behalf of the FBI are consistent with current messaging across the Bureau.
- that the COS/COC can provide assistance to field office speakers by producing or making available presentations and other materials.

Outreach activities or field office personnel outside the scope of official duties are governed by the FBI employment agreement and policies related to the Prepublication Review.

#### **2.3.1. Field Office Division Heads**

Field office division heads are responsible for:

- Ensuring that his/her division develops and maintains a written and robust community outreach plan (revised annually in coordination with OPA) that allocates resources appropriately, supports the FBI’s priorities, and complies with official FBI policy. This plan may then be conducted through a CA (Citizens Academy), CREST (Community Relations Executive Seminar Training), speaking engagements, the Adopt-a-School program, and by partnering with outside government and local organizations
- Appointing a community outreach specialist/coordinator (COS/COC) to coordinate the Community Outreach Program (COP).
- Helping identify communities and community leaders for outreach.
- Reviewing initiatives to ensure time and resources expended on community outreach programs are commensurate with the expected benefit to the FBI.
- Actively participating in outreach initiatives.

#### **2.3.2. Community Outreach Specialists/Coordinators (COS/COC)**

Community outreach specialists/coordinators (COS/COC) are responsible for:

- Developing and maintaining relationships with community leaders and organizations.

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- Coordinating formal and informal community outreach initiatives.
- Acting as a representative of his/her assigned field office.
- Developing and administering crime prevention programs.
- Contributing to the development and execution of the field office's outreach policy.
- Coordinating strategic outreach plans with other components in the field office and with OPA.
- Completing required reports on behalf of the field office.
- Maintaining appropriate separation of operational and outreach efforts.
- Ensuring that frequent review mechanisms are implemented so that neither field office contacts with a particular group, organization, nor individual equate to impermissible investigatory activity pursuant to the DIOG, nor that the contacts disrupt an investigative or intelligence activity. Reviews of FBI data sources will show if other FBI entities are interested in their contacts.
- Coordinating with the field intelligence group (FIG) and operational squads—in person, over the telephone or email, or through collaboration websites on the Intranet—to avoid any investigative conflicts or overlaps. The FIG and operational squads should ask if they can be included in meetings that might affect their activities.
- Coordinating outreach programs with any and all field office components that are likewise engaged in liaison (e.g., human resource recruitment) and outreach with private sector entities like InfraGard.

#### **2.3.2.1. Identifying Communities for Inclusion in Outreach Activities**

- COS/COCs will work with the ADIC/SAC (or his/her designee) and with field program managers to identify communities and community leaders in the division's area of responsibility to include in outreach activities. Community leaders may include: community elders, religious leaders such as pastors, priests, imams, and rabbis; individuals associated with community organizations and associations, including those focused on crime prevention or providing assistance to new immigrants or at-risk youth.
- COS/COCs must consult investigative priorities, threat streams, and local domain assessment to help define which communities should be engaged.
- COS/COCs must review the Field Office Strategic Plan (FOSP) to identify field office investigative priorities (e.g., counterterrorism, cyber, criminal) and associated threat streams to define the strategic outreach focus.

Example: If the division is seeing a substantial rise in fraud targeting senior citizens, the COP may partner with a local senior center or chapter of a national seniors' organization to provide information that will help

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individuals protect themselves and work in common cause with law enforcement.

- COS/COCs should partner with community outreach programs run by state or municipal law enforcement agencies.

Note: Employees who act as a COS/COC as a collateral duty in field offices with no full-time COS/COC will fulfill these responsibilities to the best degree possible.

**2.3.3. Field Office Media Coordinator**

The field office media coordinator should work in partnership with the COS/COC to develop and advance all Community Outreach Program (COP) outreach strategies and priorities employed by the field office. The media coordinator should endeavor to generate media coverage of the office's community outreach initiatives and events and to leverage the FBI's website, radio shows, podcasts, and presence on social media and video websites to deliver messages directly to specific audiences.

### 3. Policies and Procedures

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#### 3.1. Requirements

Each field office is required to have a Community Outreach Program (COP) that is specific to its domain priorities and that builds and maintains a network of community leaders and players who can work in concert with the FBI and the community to help fight terrorism and other criminal activity. Field offices must annually produce a written strategic outreach plan, coordinated with OPA's Community Relations Unit (CRU) that is consistent with its Field Office Strategic Plan (FOSP).

Outreach efforts include meetings, awards, and educational programs for adults and youth. These are designed to foster dialog and to create a solid understanding of the FBI, its mission, constraints, and priorities. Where OPA's CRU at FBIHQ works to establish contacts with leaders of key communities at a national level, COS/COCs work to build relationships with individuals who have influence in key communities. That is, COS/COCs establish a channel of communication with certain individuals and interact with them on an ongoing basis on issues that relate to their particular community.

Community outreach programs should be simultaneously broad based and strategic. A broad spectrum of communities should be engaged in the COP because their understanding and support of the FBI can help keep them and the United States safe. Likewise, specific communities identified through FOSP should be engaged in the COP because their understanding and support can impact priority investigative programs.

The COS/COC actively builds and maintains an effective field office network of community leaders through three critical adult programs:

- an FBI Citizens Academy (CA), with follow up to its independent Citizens Academy Alumni Associations (CAAA—see [Section 3.7.](#))
- Community Relations Executive Seminar Training (CREST)
- a Multi-Cultural Advisory Committee (MCAC).

In addition, the COS/COC administers youth outreach programs such as Adopt-a-School/Junior Special Agent and Teen/Youth Academy, and also promotes child safety programs related to FBI missions. Finally, the COS/COC provides nominations for the Director's Community Leadership Award. These programs collectively serve to implement the strategic outreach plans of community outreach in field offices. The steps to establishing and maintaining these plans are enumerated below.

#### 3.2. Making Public Disclosures in Furtherance of the Community Outreach Program

The Privacy Act prohibits the FBI from disclosing personally identifiable information about an individual without his or her written consent unless certain conditions are met. Under a published "routine use" exception to the prohibition against disclosing personally identifiable information, the FBI may disclose information "to the news media or members of the general public in furtherance of a legitimate law enforcement or public safety function as determined by the FBI, e.g., to assist in locating fugitives; to provide notifications of arrests; to provide alerts, or similar information on potential threats to

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life, health, or property; or to keep the public appropriately informed of other law enforcement or FBI matters or other matters of legitimate public interest where disclosure could not reasonably be expected to constitute an unwarranted invasion of personal privacy."

Disclosures made in furtherance of the COP should be consistent with this exception, other published exceptions, or be done for a purpose compatible with the purpose for which the information was originally collected. If there is any doubt about releasing information to the press, such release must be coordinated with the field office's Chief Division Counsel or with the FBI Office of the General Counsel (OGC).

### **3.3. Critical Community Outreach Programs**

#### **3.3.1. Citizens Academy (CA)**

Each field office must hold a minimum of one session per year. COS/COCs may coordinate each CA with the field office training coordinator, as appropriate.

A minimum of 20 students must participate but participants may complete the program only once.

##### **3.3.1.1. Overview of Sessions**

Each session is six to eight weeks long and can include one Saturday segment. Classes meet in the evenings at the FBI facility, school, university, or an offsite building. Students are generally required to not use cameras, cell phones, or other electronic devices during class or while in FBI space.

##### **3.3.1.2. Entrance Requirements**

Candidates must:

- Be at least 18 years old.
- Have no prior felony convictions or be under investigation as a subject in any criminal case in any jurisdiction, excepting misdemeanor traffic offenses.
- Live or work within the jurisdiction of the local FBI field office.
- Pass a limited background investigation (see 3.3.1.5

Any of the above requirements can be waived upon review and approval of the SAC.

##### **3.3.1.3. Nomination and Selection Process**

Candidates are nominated by FBI employees, former CA graduates, and community leaders. Interested attendees may self-nominate themselves by providing information directly to the division's COS/COC. Also, at the discretion of the ADIC/SAC, foreign nationals may be included in the CA class and in the visit to FBIHQ and Quantico (see [Section 3.3.1.8](#)). Once the nominations are complete, COS/COCs must conduct preliminary indices checks to eliminate any non-eligible candidates.

Candidates are selected by the ADIC/SAC, with assistance from the COS/COC, based on broad-based and strategic outreach criteria. The local CA alumni chapter may not influence the selection process.

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#### **3.3.1.4. Processing the Candidates**

To invite selectees to the CA, COS/COCs must create the following package: a letter of invitation, an [application form](#); a [photographic release form](#); and [privacy consent forms](#). They must send all selectees the complete package six weeks in advance and direct that they fill out the forms completely and return them within two weeks.

Once COS/COCs have received all applications, the photographic release form, and privacy act consent forms from the selected participants, they should prepare a briefing booklet for the ADIC/SAC that includes photos of all participants, biographies that highlight employment and volunteer information, and who nominated them. All personally identifiable information must be collected in accordance with applicable provisions of the Privacy Act.

For an example, please visit the [Best Practices Library](#) section of the CRU Intranet page.

At this point in the process, COS/COCs must ask their security officer to conduct record checks for each selectee, as itemized below. The security officer must return the results to the COS/COC, who shall maintain the results in the office. If any issues arise, additional checks may be necessary to mitigate these issues. Fingerprinting of participants is not required.

#### **3.3.1.5. Required Record Checks:**

The required record checks for Citizens Academy (CA) candidates are as follows:

- National Agency Check/FBI central record keeping system text search: Searches the candidate's name against documents in the central recordkeeping system to identify FBI files that pertain to the candidate. COS/COCs may request a central recordkeeping system text search on relatives and cohabitants of the candidates.
- National Crime Information Center (NCIC): Performs a name check against III/IAFIS (Interstate Identification Index/Integrated Automated Fingerprint Identification System) and NCIC criminal history and wanted person data to assist in identifying whether the candidate has a criminal record.
- DMV (Department of Motor Vehicles) check

#### **3.3.1.6. Administrative Deadlines for Citizens Academy Sessions**

Three weeks before a CA session, COS/COCs are required to submit an EC with case ID 188A-HQ-1638841 announcing the session is starting. The EC should also include an agenda and class roster.

Three weeks prior to graduation, COS/COCs must submit a closing EC to the same case ID requesting certificates of completion and a letter from the Director. They must include a final class roster (including titles and names as they are to appear on letters and certificates), a list of graduates who have joined the local alumni chapter, and the date of graduation.

#### **3.3.1.7. Curriculum**

Classes are taught by FBI staff and others deemed appropriate by the ADIC/SAC. Students will hear from FBI subject matter experts and can participate in firearms



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demonstrations and practical problems involving the collection and preservation of physical evidence. The following topics and programs should be included in the CA curriculum:

- Counterterrorism
- Foreign Counterintelligence
- Cyber Crime
- Public Corruption
- Major Thefts/Violent Crimes
- Field Intelligence Group
- White Collar Crime
- InfraGard
- Civil Rights
- Employee recruitment
- Citizens Academy Alumni Foundation

The following popular activities may also be incorporated in the program:

- SWAT (Special Weapons and Tactics) demonstration
- Evidence Response Team demonstration
- Mock polygraph examination
- Defensive tactics
- Range day

Presentations and training materials used as part of CA programs must be approved in accordance with applicable Training Division requirements.

**3.3.1.8. Visits to FBI Headquarters, Academy and Laboratory**

Every October, COS/COCs should schedule visits to FBIHQ and Quantico for CA participants and alumni in the upcoming year. They must select at least three possible travel dates, remembering that visits to Quantico can only be scheduled on Wednesday, and visits to FBIHQ can only be scheduled on Tuesdays or Thursdays (these visits do not have to coincide with the actual CA session). COS/COCs may choose to coordinate their trips with another field office; however, combined groups may not exceed 40 people.

Once visit dates are confirmed, COS/COCs must coordinate with the Training Division and the OPA Executive Staff Unit to plan the visit. Please note that all expenses related to this travel must be paid by participants.

Special cases:




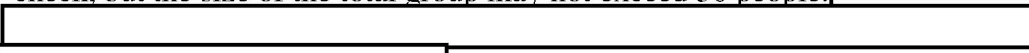

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- If the trip includes a tour of SIOC, COS/COCs must submit a request for it to the OPA Front Office.   

- Spouses/guests are welcome to attend these visits, pending a limited background check, but the size of the total group may not exceed 30 people.   
  


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Visits to FBIHQ usually take all day. They include a welcome by OPA staff and briefings from several FBI executives. Visits may include lunch as well as tours of SIOC, the FBI Educational Center exhibit halls, the indoor firing range, and the FBI Recreation Association store. Speakers and logistics for the FBIHQ visit will be arranged by OPA based on the availability of various executives and spaces.

The Training Division will provide bus transportation from FBIHQ (not from the hotel) to Quantico. To request the Training Division bus, COS/COCs must send an EC 30 days prior to the visit. The Transportation Office at FBI Quantico will coordinate the bus pick up and drop off for the group.

**3.3.1.9. Funding**

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s Academy (CA) attendees generally cannot use FBI funds to purchase food or refreshments. However, representational funds, if available, (which, by DOJ and FBI policy require food to be part of events designed to enhance liaison) may be requested to purchase food and refreshments.

**3.3.2. Community Relations Executive Seminar Training (CREST)**

CREST is a shorter, more focused version of the CA, conducted in partnership with a specific community group at an offsite location. The program, that lasts a minimum of two hours, is designed to build trust and strengthen relationships between the FBI and communities COS/COCs may suggest the training to a community leader, or the leader may request the training for his or her community. The curriculum focuses on topics requested by the group. Classes are taught by FBI leaders, senior FBI special agents, squad supervisors, or subject matter experts.

Before initiating a CREST program in their AOR (area of responsibility), COS/COCs must submit a CREST EC with case ID 188A-HQ-1638839 to their regional CRU MAPA (management and program analyst) at FBIHQ. COS/COCs should prepare a certificate for presentation to all graduates upon completion of the CREST.

**3.3.2.1. Entrance Requirements**

Candidates for the CREST may include college students or members of business, civic, religious, and community groups. Background checks will not be required because the training will not be held at an FBI field office.

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#### **3.3.2.2. Selection Procedure**

Participants are selected by members of their organization/community.

#### **3.3.2.3. Curriculum**

The CREST curriculum is customized to meet the needs of a specific group; any two of the following topics and programs may be selected:

- Counterterrorism
- Foreign Counterintelligence
- Cyber Crime
- Public Corruption
- Major Thefts/Violent Crimes
- White Collar Crime program
- Civil Rights
- Recruitment and hiring

Presentations and training materials used as part of CREST programs must be approved in accordance with applicable Training Division requirements.

#### **3.3.3. Multi-Cultural Advisory Committee (MCAC)**

MCACs (formerly known as Community Engagement Councils or CECs) are working groups made up of ethnic, religious, and minority community leaders who are committed to assisting the FBI understand their particular cultures. Members serve to:

- discuss cultural heritage and experiences.
- debunk myths.
- reduce fear.
- discuss hate/bias and provide feedback for solutions.
- develop ideas for sharing information with others, i.e., schools, communities, and law enforcement.

It is dependent on the ADIC/SAC and COS/COC's discretion to determine how members are selected and how long they serve. COS/COCs should establish a cell phone list of committee members and their community affiliation to provide a means for ADIC/SACs to call or text them if a situation warrants.

As a rule, the ADIC/SAC, COS/COC, and selected field office personnel should meet with the MCAC on a quarterly basis each year to discuss issues and concerns in various religious, cultural, and ethnic communities.

#### **3.3.3.1. Multi-Cultural Advisory Committee (MCAC) Goals and Objectives**

The Multi-Cultural Advisory Committee (MCAC) goals include:

- Bridging the gaps between cultures and communities as they relate to the FBI.

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- Serving as a resource to the FBI's multi-cultural communities.
- Providing a safe haven to discuss issues with other cultures and law enforcement partners.
- Seeking support and assistance to resolve issues from law enforcement partners.
- Developing a network of resources for members across cultural barriers.
- Serving as a conduit between law enforcement and communities.
- Providing communities with information to better understand their rights and responsibilities.

#### 3.3.3.2. Multi-Cultural Advisory Committee Role

MCAC members serve to maintain lines of communication between the FBI and their diverse communities, based on mutual understanding, respect, tolerance, and trust. COS/COCs must ensure that members never represent themselves as official representatives of the FBI. The MCAC:

- must inform the FBI about how the agency is perceived by various communities.
- will inform the FBI about the experiences of different communities in their respective interactions with law enforcement.
- will assist the FBI to raise awareness of the FBI community outreach resources available to the community.
- will provide the FBI input on how to approach culturally sensitive issues.

#### 3.4. Youth Programs

Youth outreach programs should support the field office's overall outreach.

The youth outreach models are flexible enough in structure to not only allow for the differences in the school systems throughout the country, but also to allow the field divisions to choose models that will fit within the confines of their available resources. All programs should stress the importance of a good education, living healthy and drug-free, and abstaining from violent and criminal behavior.

Two weeks before each event or program, as appropriate, COS/COCs must upload an EC with case ID 188A-HQ-1638838 to their CRU MAPA (management and program analyst) with the following information: event, date of event, number of participants, and purpose of any supply request.

##### 3.4.1. Adopt-a-School/Junior Special Agent Program

This program was developed to expose socioeconomically disadvantaged students to the work and values of the FBI. COS/COCs are encouraged to sponsor an elementary, middle, or high school within their territorial jurisdiction that is located in an impoverished, high-crime area. They should support volunteers from their field office who wish to participate. FBI funds cannot be used to participate in this program. For guidance on whether these volunteer activities may be considered "hours of work" or be subject to a leave charge (see the *Leave Policy Implementation Guide* [0341PG]).

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Program models are varied, depending on available resources: FBI can periodically visit the selected school to mentor and tutor students, or they can administer a structured 10 to 16 week Junior Special Agent Program. For this latter model, FBI personnel will provide 60-minute blocks of instruction to fourth, fifth, or sixth grade students two to four times a month.

At the end of the program, students graduate and achieve junior special agent status. In all models, FBI personnel act as mentors to at-risk students, stressing the importance of getting a good education, living healthy and drug-free, and abstaining from violent and/or criminal behavior. They respect the students and their families and preserve the confidentiality of all information learned about them.

#### **3.4.2. Teen/Youth Academy**

The Teen Academy provides a six to eight hour block of instruction to high school students in FBI office space for a comprehensive look into today's FBI. COS/COCs should arrange for students to be briefed with several 15-20 minute presentations on topics including: terrorism, cyber, public corruption, polygraph, recruiting, evidence response, SWAT, and the administrative functions of the division. They should also arrange practical exercises and applications for the students including: photography, dusting fingerprints from a vehicle, taking pictures of the scene, and bagging the evidence for storage.

#### **3.4.3. Child Identification Kit Program**

COS/COCs are encouraged to promote this National Child Identification Program, which provides a physical kit to gather a child's pictures, fingerprints, personal characteristics, and even DNA for cases of emergency. Each division can request up to 2,000 kits per year by contacting the COS in CJIS.

COS/COCs may hand out the Child ID kits at football games, National Night Out events, and other community functions. They may ask CAAA chapter members to assist in promoting the program (see [Section 3.7.1](#)).

COS/COSs are also encouraged to promote the Child ID iPhone/Android Application, launched in 2011 by OPA. It provides a convenient place to electronically store photos and vital information about. Should a child go missing, parents can show the pictures and provide physical identifiers such as height and weight to security or police officers on the spot. Using a special tab on the application, they can also quickly and easily e-mail the information to authorities.

#### **3.4.4. FBI Safe Online Surfing (FBI-SOS) Program**

COC/COCs are encouraged to promote the FBI Safe Online Surfing Initiative (FBI-SOS), a free Internet safety program designed to help students recognize potential dangers associated with using the Internet, specifically Internet predators. It delivers information during the school year (September through May) in a fun, competitive format to registered students in grades three through eight. Interested schools must register for participation before students can register. Students take Web-based quizzes to learn important Internet safety and cyber citizenship concepts.

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The FBI's current program is housed on [sos.fbi.gov](https://sos.fbi.gov). COS/COCs should direct questions on promoting the FBI-SOS program to the CID Branch I Violent Crimes Against Children Section, Strategic Initiatives Unit.

#### **3.5. Special Events, such as National Nights Out, State Fairs, Special Speaking Engagements (Excluding Career Day)**

COS/COCs may participate in these types of special events to the extent that they advance field office goals of community engagement and interaction in support of FBI missions and consistent with the office's strategic outreach plan.

#### **3.6. Director's Community Leadership Award (DCLA)**

Since 1990, the DCLA has been awarded to individuals or organizations who have made a difference in their local communities in drug and violence education, now expanded to include achievements in the terrorism, crime, drug, gang, violence prevention/education field. ADIC/SACs, with input from the COS/COCs, make the selections every August, based on the guidelines below.

Only one candidate is selected per field office per year. Currently, selectees are publically recognized by the field office, at its discretion, and by the FBI Director at FBIHQ annually. A commemorative booklet is available for attendees at the FBIHQ ceremony. Please note that FBI employees are not eligible for the award. Also note that candidates must not have prior felony convictions nor be under investigation as a subject in any jurisdiction, excepting misdemeanor traffic offences, unless this provision is waived for good cause and after consultation or pre-approval by the CRU.

##### **3.6.1. Guidelines for Selecting Candidates**

The guidelines for selecting candidates are as follows:

- Strong participatory involvement in and dedication to the furtherance of terrorism, crime, drug, gang, or violence prevention and education at the local, state, or national level.
- Direct, positive involvement in terrorism, crime, drug, gang, or violence prevention and education programs that has specially benefited the community.
- Work within the community's school system while demonstrating leadership to advance terrorism, crime, drug, gang, violence education awareness and curriculum development.
- Civic achievements in developing a community-based terrorism, crime, drug, gang, or violence education awareness program and curriculum development.
- Civic achievements in developing a community-based terrorism, crime, drug, gang, or violence prevention program or participation in local and state legislation which positively affects criminal laws concerning such issues.
- Exemplify strong contributions as a volunteerworker in local, state, or national parent organizations which seek to inform the public about terrorism, crime, drug, gangs, or violence prevention.

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- Extended involvement and dedication in the business community toward the furtherance of terrorism, crime, drug, gang, or violence prevention programs to include participation and/or support of either school, law enforcement, neighborhood, or workplace prevention initiatives within the community.
- Personal involvement and commitment as a member of the media regarding the public's awareness of terrorism, crime, drug, gang, or violence issues from a local, state, or national perspective.
- Voluntary achievements that display notable contributions in working with youth, the community, law enforcement, or business in terrorism, crime, drug, gang, or violence prevention and education.
- Stellar achievement working with issues surrounding terrorism, crime, drug abuse, gang involvement, or violent behavior in the United States' inner cities, and has displayed a true commitment in working with high-risk disadvantaged youth and adults.

#### **3.6.2. Field Office Recognition of Recipient**

The award winner should be formally recognized by the ADIC/SAC at an appropriate local ceremony, meeting, or news conference before December 31. Such an event will recognize the individual's or organization's achievements and also generate favorable publicity for the FBI's efforts to address crime, terrorism, drug, and violence problems in the community.

#### **3.6.3. FBI Headquarters Recognition of Recipients**

Following the August recipient selection, COS/COCs must submit an EC with case file 188A-HQ-1638829 (with the attachments listed below) to FBIHQ under the ADIC/SAC/ASAC's signature, detailing the individual's or organization's achievements for use in preparing the annual awards booklet. ECs should be limited to two pages. They should include any special accommodations that are needed for the recipient, such as an interpreter, wheelchair, or medical attendee. Please note that no nominations will be considered unless submitted in the EC format.

Attachments:

- The SF 1012 form (travel voucher).
- The SF 3881 form.
- The photo consent/release form.
- The recipient's telephone number.
- The recipient's personal home and e-mail address.
- A photograph of the recipient.

##### **3.6.3.1. Travel Requirements for FBI Headquarters Ceremony**

FBIHQ/OPA covers the cost for recipients to travel to Washington, DC, to stay one night at an approved hotel, and to receive one day's per diem. COS/COCs and their

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ADIC/SACs are also welcome to attend, but their travel/hotel/food expenses must be borne by their division.

The DCLA recipient is personally responsible for making his/her travel arrangements—but not until directed to do so by a contact at FBIHQ. When directed by FBIHQ, he or she will contact Carlson Sato Travel to make flight arrangements. Please note that recipients must make their reservations through Carlson Sato Travel and must stay at the hotel designated by FBIHQ/OPA. Recipients will not be reimbursed if they decide to use another travel agency or stay at another hotel.

#### **3.7. Citizens Academy Alumni Associations: Interaction and Maintenance**

The FBI National Citizens Academy Alumni Association (FBINCAAA) and the individual field office FBI Citizens Academy Alumni Association Chapters (FBICAAA) were created as private nonprofit corporations, associated with, but not part of, the FBI.

##### **3.7.1. FBI National Citizens Academy Alumni Association Chapters**

Local FBICAAA chapters and their boards generally permit graduates of an FBI Citizens Academy to join a FBICAAA chapter with the goal of promoting a safer community through community service projects and by helping educate their community about law enforcement. In general, the chapters fund their own projects and initiatives. The FBI is prohibited from soliciting gifts or donations from the FBICAAA or its members. However, the FBICAAA and its members are not prohibited from taking action on their own initiative for the benefit of the community or current Citizens Academy classes, such as providing refreshments to Citizens Academy students before or after class sessions.

Field office COS/COCs must review all alumni chapter initiatives to ensure initiatives do not conflict with FBI interests and to help coordinate them, as appropriate. They may cooperate with their chapter to the extent that they do with other similarly situated community organizations, but they cannot give them improper preferential treatment, participate in their management, or direct their operations.

Field offices are prohibited from providing legal support to chapters, such as drafting their incorporation documents; however, it would be acceptable for the CDC to review such documents for possible FBI concerns.

##### **3.7.2. FBI National Citizen's Academy Alumni Association: Ownership and Oversight**

The FBINCAAA oversees the network of Citizens Academy Alumni chapters and was created to promote coordination and communication among the various chapters.

Its National Board, elected by members in good standing, is made up of local FBI Citizens Academy Alumni Association members. The board provides insight on education, training, and networking, as well as guidance on how to best serve the FBI as citizen ambassadors. While the local FBI field office is responsible for managing the FBI Citizens Academy program, the National Board is responsible for completing all of the necessary legal, administrative, and founding documents and programs of the FBINCAAA. The National Board also ensures that each chapter is in compliance with the 501 (C) (3) requirements.



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#### **3.7.3. Recertifying Citizens Academy Alumni**

To maintain the integrity of the relationship between the FBI and the membership of the CAAA, each alumni member must undergo a recertification every five years that will determine if he/she has engaged in any activities that would preclude him/her from being allowed in FBI space.

The CAAA membership coordinator will send each member a package to include a recertification application, privacy consent form, and letter of explanation. The forms should be returned to the membership coordinator in a sealed envelope with the name of the COS, field office and “confidential” lettered on the front of the envelope. This will ensure that all CAAA members’ information is kept confidential. The COS/COC will forward all forms to the field office security office so a security risk assessment can be conducted. Upon completion, with negative results, the COS/COC will maintain the applications at the field office. In the event that positive results are returned for any member, the COS/COC will notify the local CAAA board for appropriate action, noting that the member will no longer be permitted to enter FBI space. Upon completion of the recertification process for members, an EC stating results must be uploaded with case ID 188A-HQ-1638841-C for reference.

#### **3.7.4. Proper Use of the “FBI Citizens Academy Alumni Association” Name/Logo**

ADICs/SACs determine whether their local FBICAAA is an appropriate group to use the name “FBI Citizens Academy Alumni Association” and are responsible for ensuring the group continues to conduct its activities in a responsible manner. When the group is approved, it may use “FBI Citizens Academy Alumni Association” on its letterhead, on all print and electronic media, and in the CAAA’s correspondence (but not for any fundraising or lobbying efforts) so long as it prominently places the following disclaimer: “The CAAA is a private, nonprofit organization and is not a part of the FBI.”

OGC reviewed and approved the logo for CAAAs, which contains the words “FBI Citizens Academy Alumni Association” around the crest in a uniformed font, with the division’s name at the bottom half of the logo in a smaller font. The words encircle a picture of an eagle and the American flag.

Please note that CAAAs may not use the actual FBI Seal or any portion thereof as its logo. Likewise, they may not use the words “Federal Bureau of Investigation” or the initials “FBI” to convey the impression of FBI approval, endorsement, or authorization without OGC’s and OIC’s written approval.

#### **4. Summary of Legal Authorities**

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- 5 U.S.C. (United States Code) § 552 (Freedom of Information Act)
- 5 U.S.C. § 552a (Privacy Act of 1974)
- 28 C.F.R. (Code of Federal Regulations) § 50.2 (DOJ Media Relations Regulations)
- 28 U.S.C. §509 (Functions of the Attorney General)
- 28 C.F.R. § 16.26(b) (Requirement to avoid statements that would prejudice a jury)

## 5. Recordkeeping Requirements

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### 5.1. Filing System

All COS/COCs are to use the COP filing structure, which uses Classification 188A (Community Outreach/Criminal Resistance) HQ file numbers. Classification 188A is designated a permanent record by the approved Records Retention Plan for case files containing more than 60 serials while those with fewer than 60 serials shall be destroyed when 20 years old. The filing structure enables COS/COCs to self-evaluate their programs by creating an accurate picture of their COP in its entirety. The CRU file plan contains the following:

<b>188a: community outreach program</b>	
188A-HQ-1638827	CRU ADMIN FILE
188A-HQ-1638827-B	ADMIN BUDGET/FINANCIAL MATTERS
188A-HQ-1638828	CRU ANNUAL REPORT
188A-HQ-1638841	CITIZENS ACADEMY ADMIN
188A-HQ-1638841-A	CA APPLICATIONS/BACKGROUND CHECKS
188A-HQ-1638841-B	CA ALUMNI ASSOCIATION
188A-HQ-1638841-C	CA 5-YR ALUM RECERTIFICATION
188A-HQ-	
188A-HQ-	
188A-HQ-	
188A-HQ-	
188A-HQ-	
188A-HQ-	
188A-HQ-1638829	DCLA
188A-HQ-1638830	CRU MOU FILE

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188A-HQ-	
188A-HQ-	
188A-HQ-1638835	CRU SPECIAL EVENTS
188A-HQ-1638836	LAW ENFORCEMENT COORDINATION
188A-HQ-1638838	YOUTH PROGRAMS
188A-HQ-1638839	CREST
188A-HQ-C2596557	COP STRATEGIC OUTREACH PLANS

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**5.2. Reporting Process**

**5.3. All ECs documenting community outreach engagement should contain only pertinent information. All COP ECs must be uploaded and serialized into Sentinel at the end of each month. Original signature documents should be scanned into Sentinel. Annual Report**

In addition to reporting all outreach activity through the HQ file system, COS/COCs must submit an end-of-the-year Annual Report EC, which encompasses the division’s most significant events and accomplishments achieved within the calendar year and which must be uploaded to 188A-HQ-1638828.

This EC must highlight outreach initiatives and events, broad-based engagement, and strategic engagement that accomplished the field office's strategic outreach plan. In addition to the EC, field offices should also provide the OPA/CRU point of contact three high resolution images of outreach activities detailed in the EC. Photos may be those submitted during the year for posting on the CRU Intranet page.

The annual report provides the ADIC/SAC an overview of the program for the calendar year and enables CRU to evaluate each division’s COP and determine best practices and/or deficiencies.

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**Appendix A: Contact Information**

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Offices or responsible parties to contact for additional information.

Office of Public Affairs	
Section Chief	<div style="border: 1px solid black; width: 100px; height: 40px;"></div>
Unit Chief	
Address	935 Pennsylvania Ave, N.W. Washington, DC 20535

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**Appendix B: Key Words and Acronyms**

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**Acronyms**

AD	Assistant director
ADIC	Assistant director in charge
AOR	Area of responsibility
ASAC	Assistant special agent in charge
ASCII	American Standard Code for Information Exchange
CA	Citizens Academy
CAAA	Citizens Academy Alumni Association
CFR	Code of Federal Regulations
CJIS	Criminal Justice Information Services [Division]
COC	Community Outreach Coordinator
COP	Community Outreach Program
COS	Community outreach specialist
CREST	Community Relations Executive Seminar Training
CRU	Community Relations Unit
DCLA	Director's Community Leadership Award
DMV	Department of Motor Vehicles
DIOG	Domestic Investigations and Operations Guide
DOJ	Department of Justice
EC	Electronic communication
ESU	Executive Staff Unit

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EWU	Executive Writing Unit
FBI	Federal Bureau of Investigation
FBINCAA	FBI National Citizens Academy Alumni Association
FBIHQ	FBI headquarters
FBI-SOS	FBI Safe Online Surfing Initiative
FIG	Field Intelligence Group
FO	Field office
GTA	General travel account
HQ	Headquarters
IAFIS	Integrated Automated Fingerprint Identification System
ID	Identification
III	Triple I, or Interstate Identification Index
MAPA	Management and program analyst
MCAC	Multi-Cultural Advisory Committee
NCIC	National Crime Information Center
OGC	Office of General Counsel
OIC	Office of Integrity and Compliance
OPA	Office of Public Affairs
OPMU	Online Print Media Unit
PG	Policy Implementation Guide
RMD	Records Management Division
SAC	Special agent in charge
SCIF	Sensitive Compartmented Information

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	Facility
SF	Standard form
SIOC	Strategic Information and Operations Center
SPS	Strategic performance session
SWAT	Special weapons and tactics
USC	United States Code